

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Sarah Nangle,	)	
	)	
Complainant,	)	
	)	<u>File No. WC-2021-0227</u>
v.	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: February 2, 2021

Effective Date: February 2, 2021

On January 19, 2021, Sarah Nangle filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (MAWC). On January 21, 2021, the Commission issued an *Order Giving Notice of Contested Case, Directing Answer, and Directing Staff Response*, which also explained how to request mediation. Mediation is an informal method of dispute resolution in which the parties voluntarily agree to participate, if mediation is unsuccessful the case returns to the contested case track. No party relinquishes any rights by agreeing to participate in mediation. MAWC filed a request for mediation on February 2, 2021.

The Commission will order Ms. Nangle to state whether she agrees to mediation of the formal complaint.

THE COMMISSION ORDERS THAT:

1. No later than February 9, 2021, Sarah Nangle shall respond to MAWC's mediation request and state whether she agrees to enter into mediation.

2. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 2nd day of February, 2021.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

**WITNESS my hand and seal of the Public Service Commission,
at Jefferson City, Missouri, this 2nd day of February, 2021.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 2, 2021

File/Case No. WC-2021-0227

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@psc.mo.gov

**Missouri Public Service
Commission**

Casi Aslin
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
casi.aslin@psc.mo.gov

**Missouri-American Water
Company**

Timothy W Luft
727 Craig Road
St. Louis, MO 63141
Timothy.Luft@amwater.com

Sarah Nangle

Sarah Nangle
11 Lake Forest Drive
Richmond Heights, MO 63117
sarahnangle@hotmail.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.